

Report to the  
Joint Legislative Budget Committee  
of the  
State of California

Department of Motor Vehicles  
Monthly Status Update Report



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December 20, 2018

The Department of Motor Vehicles (DMV) continues to see customer wait times below the goals targeted to achieve by the end of this year. Collectively between the months of August and November 2018, wait times have been reduced by an average of 72 minutes (1 hour and 12 minutes) for customers coming to a field office without an appointment. This number varies among offices, with some seeing even greater wait time reductions and others not as much. The department's goals are that wait times (amount of time in the queue) not exceed 45 minutes for customers without an appointment and 15 minutes for customers with an appointment. Additionally, the DMV has a goal for non-appointment customers to not wait more than 15 minutes to be issued a queue ticket upon arrival at the field office and an appointment customer not to wait more than 3 minutes to be issued a queue ticket.

November wait times, although higher than October, were still below the target for the end of the year. The wait time increase for November, appears to be in large part due to an increase in the number of customers who visited field offices statewide on a daily basis as well as fewer work days resulting from three holidays in November. The DMV remains committed to further refining those strategies already in place and working to implement others that will allow the department to sustain these wait time levels.

## WAIT TIMES IN NOVEMBER

The DMV committed to reducing statewide wait times to less than one hour (combined queue and pre-queue) by the end of December, and maintaining the reduction ongoing. A total wait time reduction of 72 minutes has been achieved during the past four months, and wait times remain under an hour. The tables and charts below provide some additional perspective on wait times.

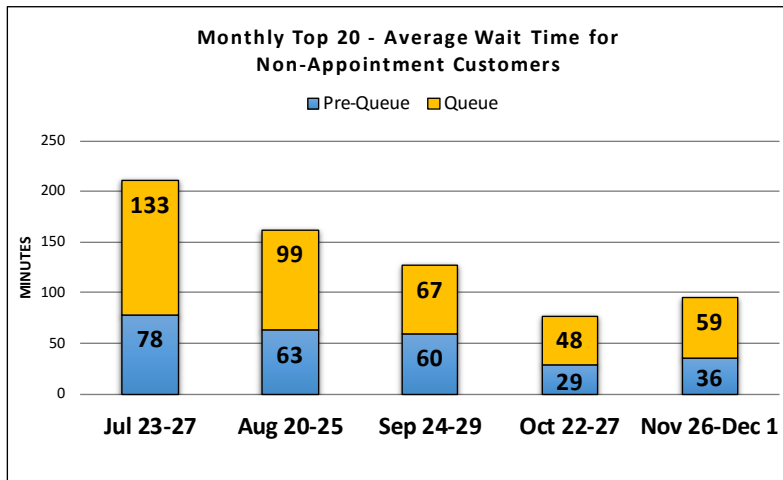
### *Methodology for Baseline Comparison -*

DMV began tracking the "Pre-Queue" wait times in mid-July 2018. This is the amount of time a customer waits in line prior to being issued a queue number. The week of July 23 to 27 is the baseline for wait time measurement as this captured a full week of "pre-queue" wait time data.

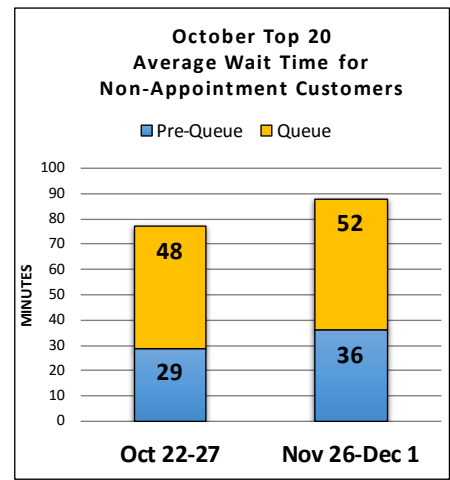
The first chart below ("Monthly Top 20") compares the average wait time for customers without an appointment at the 20 offices with the highest wait times during the weeks of July 23-27, August 20-25, September 24-29, October 22-27 and November 26 – December 1. This is the average wait time among the offices with the 20 highest wait times exclusively for each of these weeks. August was 49 minutes lower than July, September was 35 minutes lower than August, October was 50 minutes lower than September, and November increased by 18 minutes as compared to October.

The second chart (“September Top 20”) compares the 20 highest wait time offices for the week of October 22-27 with the wait times in those same 20 offices for the week of November 26-December 1. The average wait time increased by 11 minutes.

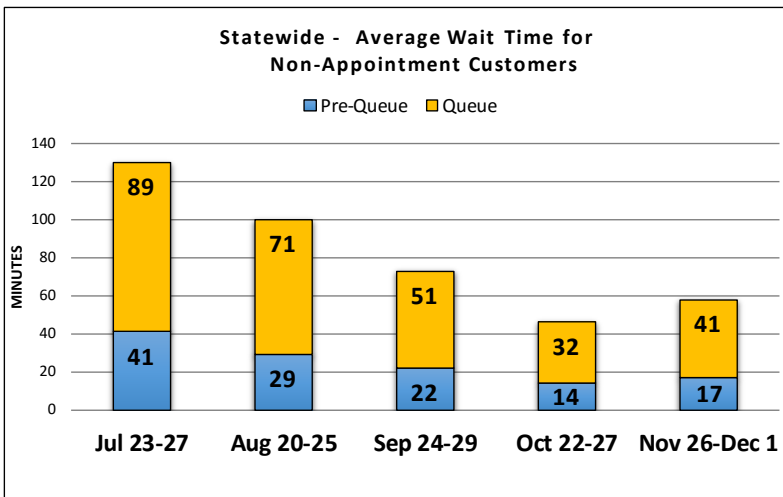
The third chart (“Statewide”) compares the overall average statewide wait time for customers without an appointment during the weeks of July 23-27, August 20–25, September 24-29, October 22-27, and November 26 – December 1. August was 30 minutes lower than July, September was 27 minutes lower than August, October was 27 minutes lower than September, and November increased by 12 minutes over October. Higher daily customer counts, primarily due to fewer work days in November, appear to be the reason for the increase, which ranged from 4 minutes in smaller offices to 10-13 minutes in larger offices. During the 4 month period of August - November, a combined 72 minute reduction in combined “pre-queue” and queue wait time has been achieved.



Avg Wait Time: 211 162 127 77 95 Minutes



Avg Wait Time: 77 88 Minutes



Avg Wait Time: 130 100 73 46 58 Minutes

To provide another context of wait time reductions, the table below shows the reduction in wait times for various grades (sizes) of field offices. Grade I/II offices are small, mostly rural offices serving an average of 300-1,200 customer per week. Grade III offices are mid-sized offices serving an average of 1,500-2,000 customers per week, and Grade IV/V offices are large, mostly urban offices that serve an average of 2,000-3,300 customers per week. The first two tables show the average wait time in the various grades of field offices for the week of October 22-27 with the week of November 26 – December 1. The third table displays the difference between November 26 – December 1 and October 22-27. For example, the ‘Overall – Appt/Non-Appt’ Queue and Pre-Queue wait time increased by 13 minutes (56 minutes November 26 – December 1 compared to 43 minutes October 22-27) for large Grade IV/V offices.

**STATEWIDE - WEEK OF Oct 22, 2018**

Week of October 22-27, 2018	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 56 Offices	7,527	12	37,151	26	8	34	44,678	23	30
Grade III - 47 Offices	19,463	12	64,529	28	11	39	83,992	24	33
Grade IV/V - 68 Offices	44,953	14	148,308	36	16	52	193,261	31	43

**STATEWIDE - WEEK OF Nov 26, 2018**

Week of Nov 26-Dec 1, 2018	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 56 Offices	7,905	11	42,926	30	8	38	50,831	27	34
Grade III - 47 Offices	21,477	14	74,948	37	14	51	96,425	32	43
Grade IV/V - 68 Offices	48,397	17	168,402	46	21	67	216,799	40	56

**DIFFERENCE BETWEEN WEEK OF Nov 26, 2018 and WEEK OF Oct 22, 2018**

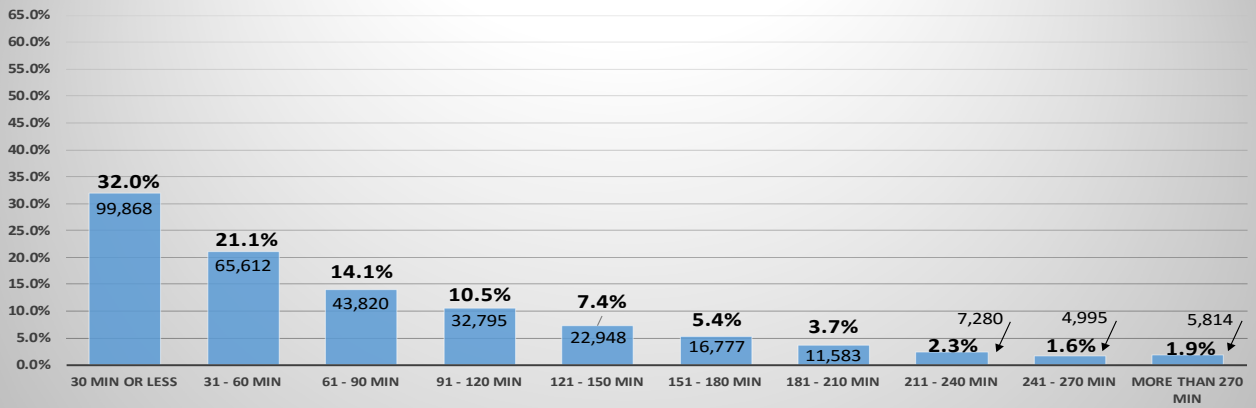
Week of Nov 26 vs Oct 22, 2018	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 56 Offices	+378	(1)	+5,775	+4	-	+4	+6,153	+4	+4
Grade III - 47 Offices	+2,014	+2	+10,419	+9	+3	+12	+12,433	+8	+10
Grade IV/V - 68 Offices	+3,444	+3	+20,094	+10	+5	+15	+23,538	+9	+13

Note: The Grade I/II Pre-Queue wait times is estimated for the Week of July 23. Pre-Queue during July was captured for larger offices (Grade III and above). All office pre-queue times (Grades I – V) are captured as of mid August.

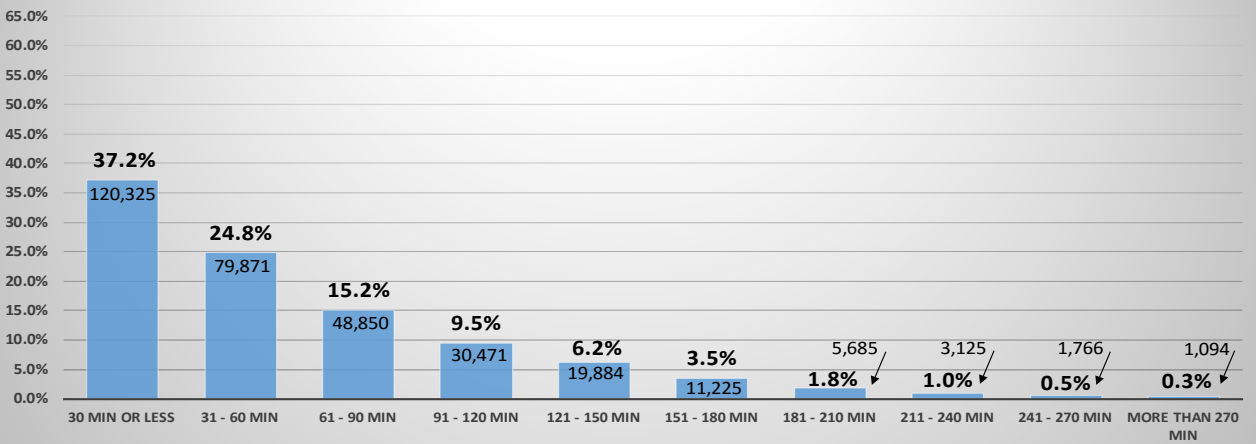
Smaller offices had an average wait time increase of 4 minutes while mid-sized and larger offices had increases of 10 and 13 minutes respectively for all customers.

Field offices also served a greater number of customers on a daily basis in the month of November. In comparing the weeks of October 22 and November 26, large Grade IV/V saw 23,538 (12%) more customers during the week of Nov 26, Grade III offices saw 12,433 (15%) more customers and smaller Grade I/II offices saw 6,153 (14%) more customers.

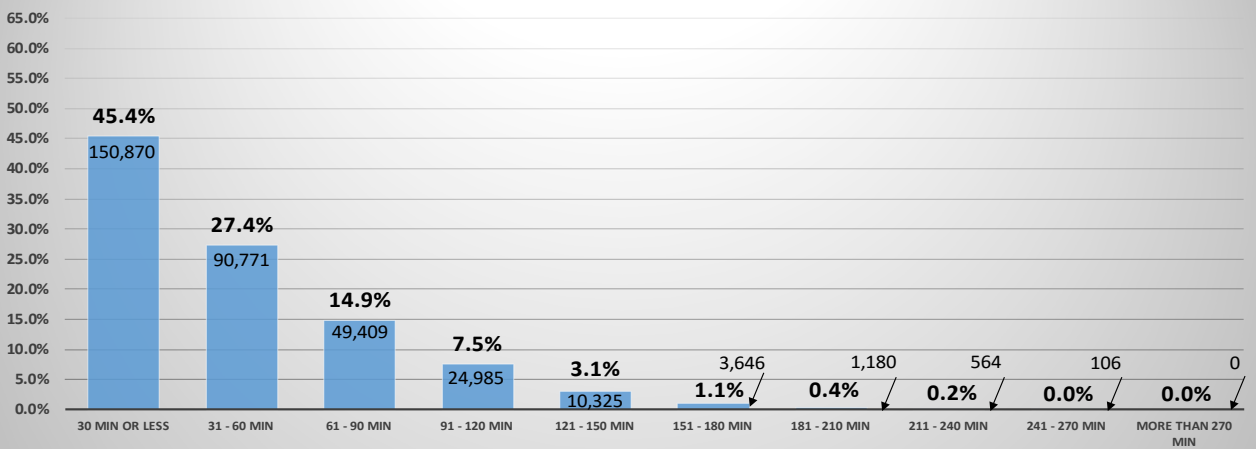
**Wait Times by Range: Week of July 23-27**

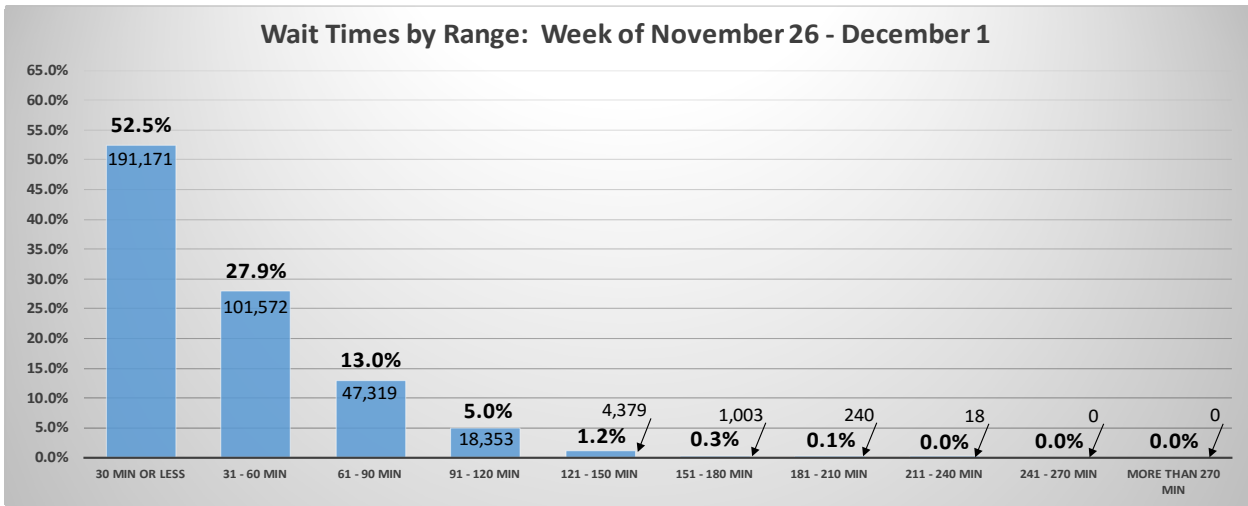
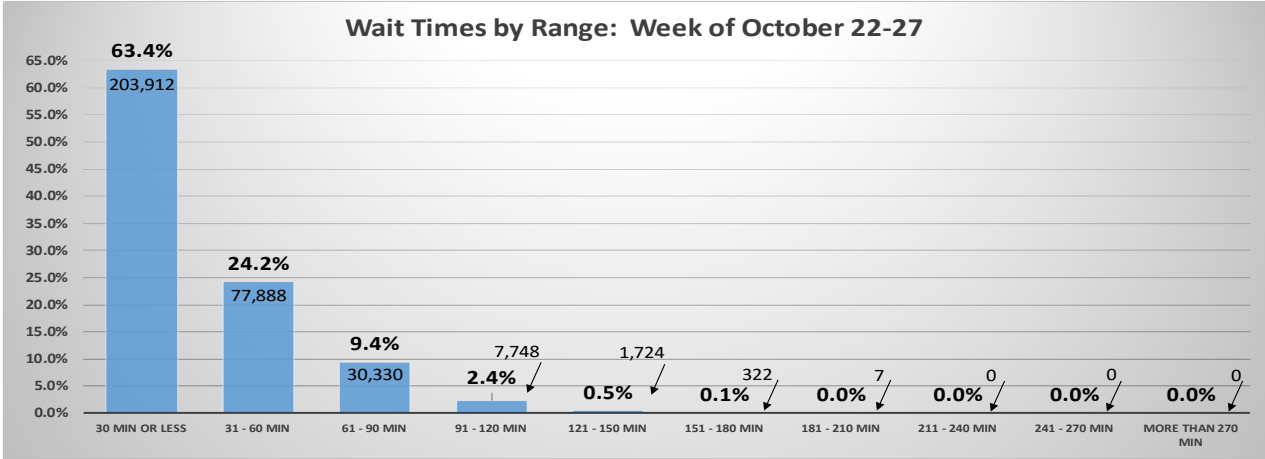


**Wait Times by Range: Week of August 20-25**



**Wait Times by Range: Week of September 24-29**





The charts above show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (in thirty minute increments) for the weeks of July 23-27, August 20-25, September 24-29, October 22-27 and November 26 – December 1. As can be seen in these charts, significant improvement has been made in the past three months on the amount of time customers are waiting in DMV field offices. For example, in July more than 22% of customers had a wait time of more than two hours. In the last week of November, that dropped to 1.6%. Similarly, customers waiting one hour or less improved from 53% in July to more than 80% in November. These tables are reflective of the efforts that have been made to date to lessen the amount of time customers are waiting at DMV field offices.

Tables at the end of this report reflect wait times for each individual field office and region across the state.

## REAL ID CUSTOMERS AND WORKLOAD

The month of November saw a slight drop in the total number of REAL ID driver license and ID cards produced for the month. However, the number of working days in November was significantly less than October (18 versus 23). In comparing number of REAL ID cards produced on an average working day basis, November was more than 6% higher than October. Also, the percentage of cards being produced that are REAL ID continued to increase with 36.5% of all cards produced in November being REAL ID. This percentage has increased every month since REAL ID cards were first issued. The table below shows the number of REAL ID cards that have been produced each month since the program began on January 22, 2018. The table also shows the number of federal non-compliant cards produced along with the percentage of each.

Monthly DL/ID Cards Produced										
	COMPLIANT			NON-COMPLIANT			TOTAL DL/ID CARDS	COMPLIANT %		
	DL	ID	TOTAL	DL	ID	TOTAL		DL	ID	TOT
January TOTALs	29,725	9,971	39,696	205,823	45,426	251,249	290,945	12.62%	18.00%	13.64%
February Totals	74,890	24,798	99,688	498,284	102,984	601,268	700,956	13.07%	19.41%	14.22%
March TOTALS	111,296	33,216	144,512	543,280	109,255	652,535	797,047	17.00%	23.31%	18.13%
April TOTALS	121,715	31,049	152,764	476,314	93,661	569,975	722,739	20.35%	24.90%	21.14%
May TOTALS	141,704	30,160	171,864	483,399	89,520	572,919	744,783	22.67%	25.20%	23.08%
June TOTALS	147,536	41,147	188,683	464,538	88,930	553,468	742,151	24.10%	31.63%	25.42%
July TOTALS	171,051	43,491	214,542	473,450	90,041	563,491	778,033	26.54%	32.57%	27.57%
August TOTALS	228,165	46,279	274,444	516,521	103,929	620,450	894,894	30.64%	30.81%	30.67%
September TOTALS	219,054	34,315	253,369	453,866	93,975	547,841	801,210	32.55%	26.75%	31.62%
October TOTALS	291,720	44,091	335,811	559,184	109,507	668,691	1,004,502	34.28%	28.71%	33.43%
November TOTALS	244,166	35,383	279,549	402,515	84,032	486,547	766,096	37.76%	29.63%	36.49%
GRAND TOTALS	1,781,022	373,900	2,154,922	5,077,174	1,011,260	6,088,434	8,243,356	25.97%	26.99%	26.14%

## HIRING AND ABSENTEEISM

### Hiring:

In the month of November, the department continued to hire new staff. The primary focus remained on filling civil service positions, making emergency hires, and hiring retired annuitants.

- As of November 30, 2018, the following job offers have been made since July 1, 2018:
  - 867 Civil Service Appointments made – 543 have already started
  - 671 Emergency Hires made – 469 have already started
  - 138 Retired Annuitants hired – 128 have already started

- The new hires filled the authorized positions for REAL ID and positions in field offices that have become vacant through transfers, promotions, and retirements.

### **Absenteeism:**

As reported in last month's report the department established an Absenteeism Task Force to look into the reasons why staff are absent from work and identify strategies to reduce the department's absenteeism rate. The DMV re-defined the absenteeism metric as the total number of staff who have an unscheduled absence, divided by the total number of staff on schedule on any given day. The DMV's Field Operations Division began gathering data utilizing this definition on October 22, 2018. Over the first ten days of tracking, the revised absenteeism rate was 6%. That figure stayed consistent in the month of November, at 5.8%.

The department continues its effort to identify absenteeism rates in other states with similar type of staffing to see how we compare against other states. DMV also continues to identify ways in which the absenteeism rate can be lowered and ensure that employees are healthy, that morale is high, and that the workplace environment is productive.

## **INFORMATION TECHNOLOGY MODERNIZATION**

During the month of November, the DMV continued adding additional self-service vehicle registration renewal kiosks. Two new kiosks were installed last month: one in a library in Santa Rosa and one at City Hall in the town of Mendota. These terminals allow customers to renew their registration and receive their tags on site. With the addition of these 2 new self-service kiosks, there are now 148 kiosks statewide: 70 in DMV field offices, 73 retail locations, 3 libraries, 1 at UC Irvine and 1 in City Hall in Mendota. The chart below shows the number of transactions completed at the self-service kiosks over the last year.



Self-Service Terminal Kiosk Transactions					
	DMV Field Offices	Retail Locations	Libraries	UC Irvine	TOTAL
<b>Oct-17</b>	122,358	10,043	0	92	<b>132,493</b>
<b>Nov-17</b>	114,602	10,598	0	94	<b>125,294</b>
<b>Dec-17</b>	113,140	12,889	0	86	<b>126,115</b>
<b>Jan-18</b>	131,496	17,155	0	151	<b>148,802</b>
<b>Feb-18</b>	139,654	22,487	0	149	<b>162,290</b>
<b>Mar-18</b>	164,073	29,886	0	184	<b>194,143</b>
<b>Apr-18</b>	136,052	27,942	0	184	<b>164,178</b>
<b>May-18</b>	154,238	32,195	0	239	<b>186,672</b>
<b>Jun-18</b>	141,716	32,825	0	236	<b>174,777</b>
<b>Jul-18</b>	139,563	34,511	0	245	<b>174,319</b>
<b>Aug-18</b>	141,483	33,979	9	270	<b>175,741</b>
<b>Sep-18</b>	119,632	34,666	75	199	<b>154,572</b>
<b>Oct-18</b>	119,112	33,663	123	203	<b>153,101</b>
<b>Nov-18</b>	110,526	35,771	194	157	<b>146,648</b>

**CONTINUED PROCESS IMPROVEMENTS:**

**Lean Six Sigma:**

In October, the San Jose Driver License Processing Center (DLPC) became the first office to implement a new document review process as its operational standard. This process includes the prescreening of documents such as birth certificates, passports, residency, and social security cards while customers wait for their queue number to be called. When the applicant arrives at a technician window, this document review is already complete and reduces the transaction processing time. This new process had previously been piloted in the San Jose DLPC and proved to have efficiencies in the processing of a driver license or ID card transaction. In the month of November, this model was implemented in the Stanton DLPC. The Granada Hills DLPC and Hollywood-Cole field office are both scheduled to adopt this as their operational standard in December. The pilot effort revealed that this model of document pre-screening is most effective in those offices whose primary workload is driver licensing. These four offices are all driver license-only field offices.

Progress has been made over the past several months in reducing wait times at DMV field offices. Average wait times remain below targeted levels. DMV remains committed to focusing on and working with those field offices with the highest wait times and to work to maintain appropriate and acceptable service levels at all offices. The department continues to look at any additional opportunities to further lower wait times and make the process of completing transactions at field offices as convenient and efficient as possible, while also finding more ways to offer these services outside of the field offices.

**DEPARTMENT of MOTOR VEHICLES**  
**Average Wait Time by Field Office**  
**Week of November 26-Dec 1, 2018**

Week of Nov 26-Dec 1, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
AUBURN		284	5	1,015	19	3	23	1,299	16	19
CHICO	18	287	19	1,084	74	10	83	1,371	62	70
COLUSA		39	11	617	26	7	33	656	25	32
ALTURAS		-	-	302	1	4	5	302	1	5
FALL RIVER MILLS		2	0	222	13	4	17	224	13	17
QUINCY		3	1	383	18	2	21	386	18	21
CORTE MADERA		450	16	947	39	11	50	1,397	32	39
CRESCENT CITY		49	4	529	31	9	40	578	29	37
<b>DALY CITY</b>	14	974	24	2,749	80	7	87	3,723	65	70
EUREKA		268	5	1,199	19	10	29	1,467	16	25
FORT BRAGG		38	7	490	34	10	44	528	32	41
GRASS VALLEY		236	7	887	22	5	27	1,123	19	23
GARBERVILLE		17	5	298	24	4	28	315	23	27
LAKEPORT		56	9	709	41	10	51	765	38	48
MOUNT SHASTA		26	17	518	19	4	24	544	19	23
OROVILLE		126	10	989	47	4	51	1,115	42	46
PARADISE		-	-	-	-	-	-	-	-	-
SUSANVILLE		38	8	497	19	4	24	535	18	23
WEAVERVILLE		13	3	310	9	2	11	323	9	10
WILLOWS		64	16	632	35	2	36	696	33	35
YREKA		42	12	268	37	2	39	310	33	35
<b>NOVATO</b>		174	13	1,192	39	15	54	1,366	36	49
PETALUMA		404	9	1,297	29	17	45	1,701	24	36
RED BLUFF		271	6	1,012	16	8	24	1,283	14	20
<b>REDDING</b>		499	12	1,329	37	-	37	1,828	30	30
ROCKLIN		476	7	1,366	20	12	32	1,842	17	26
<b>ROSEVILLE</b>		761	7	2,491	36	9	45	3,252	29	36
<b>SAN FRANCISCO</b>		1,038	16	2,321	42	16	58	3,359	34	45
<b>SANTA ROSA</b>		641	23	1,999	66	12	78	2,640	56	65
TRUCKEE		71	9	569	45	4	49	640	41	45
UKIAH		97	11	1,011	38	7	45	1,108	36	42
<b>YUBA CITY</b>		793	11	1,775	42	-	42	2,568	32	32
<b>Region I (Northern CA)TOTAL</b>		<b>8,237</b>	<b>13</b>	<b>31,007</b>	<b>40</b>	<b>8</b>	<b>48</b>	<b>39,244</b>	<b>34</b>	<b>41</b>

Saturday Service in 62 Offices

**DEPARTMENT of MOTOR VEHICLES**  
**Average Wait Time by Field Office**  
**Week of November 26-Dec 1, 2018**

Week of Nov 26-Dec 1, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
CAPITOLA		255	12	1,456	16	7	24	1,711	16	22
FREMONT		352	20	1,704	29	14	43	2,056	28	39
GILROY		252	7	1,372	13	15	28	1,624	12	25
<b>HAYWARD</b>		581	22	1,854	32	42	74	2,435	29	61
HOLLISTER		109	13	751	16	4	19	860	15	18
KING CITY		123	12	759	20	18	38	882	19	35
WATSONVILLE		219	21	788	27	19	46	1,007	26	41
LOS GATOS		428	12	1,733	13	5	18	2,161	13	17
<b>OAKLAND CLAREMONT</b>		555	21	2,229	39	13	52	2,784	36	46
OAKLAND COLISEUM		723	22	2,202	44	17	61	2,925	39	51
<b>PLEASANTON</b>		627	25	1,721	31	34	65	2,348	30	54
<b>REDWOOD CITY</b>	20	675	28	1,749	47	36	82	2,424	41	67
<b>SALINAS</b>		481	24	1,507	39	16	54	1,988	35	47
SAN JOSE		833	7	2,294	13	19	32	3,127	12	26
<b>SAN JOSE DLPC</b>		719	16	2,651	21	11	33	3,370	20	29
SAN MATEO		322	9	2,118	19	29	48	2,440	18	43
<b>SANTA CLARA</b>		866	14	3,235	26	15	41	4,101	23	35
<b>SANTA TERESA</b>		474	20	1,900	39	13	52	2,374	35	45
SEASIDE		413	6	1,501	14	8	22	1,914	12	19
<b>Region II (Bay Area) TOTAL</b>		<b>9,007</b>	<b>17</b>	<b>33,524</b>	<b>27</b>	<b>18</b>	<b>45</b>	<b>42,531</b>	<b>25</b>	<b>39</b>

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CARMICHAEL		616	13	2,435	51	8	59	3,051	43	49
<b>CONCORD</b>		496	15	1,964	36	14	50	2,460	32	43
DAVIS		440	18	686	42	14	56	1,126	32	41
<b>EL CERRITO</b>		786	19	2,034	47	20	67	2,820	40	54
<b>FAIRFIELD</b>		316	9	1,549	31	8	39	1,865	27	34
<b>FOLSOM</b>		808	14	1,700	43	22	65	2,508	33	48
<b>LODI</b>		967	20	1,647	59	12	72	2,614	45	53
MANTECA		495	11	1,421	40	6	47	1,916	33	37
NAPA		226	5	2,032	12	8	20	2,258	11	18
PITTSBURG		449	25	2,023	49	13	63	2,472	45	56
PLACERVILLE		274	14	722	55	5	60	996	44	47
JACKSON		40	4	605	18	3	21	645	17	20
SAN ANDREAS		101	9	492	40	10	50	593	35	43
SOUTH LAKE TAHOE		42	6	529	20	12	32	571	19	30
<b>SACRAMENTO</b>		950	13	2,888	44	18	63	3,838	36	50
SONORA		239	20	703	43	3	46	942	37	39
SACRAMENTO SOUTH		775	27	1,706	50	14	63	2,481	43	52
STOCKTON	15	578	18	2,213	64	22	86	2,791	55	72
<b>TRACY</b>		255	16	1,644	29	16	45	1,899	28	41
VACAVILLE		426	10	1,100	46	8	54	1,526	36	42
<b>VALLEJO</b>		406	15	1,214	37	-	37	1,620	31	31
WALNUT CREEK		334	10	1,111	34	22	57	1,445	29	46
<b>WOODLAND</b>		231	7	1,022	45	8	53	1,253	38	45
<b>Region III (Sacramento Area) TOTAL</b>		<b>10,250</b>	<b>16</b>	<b>33,440</b>	<b>42</b>	<b>13</b>	<b>55</b>	<b>43,690</b>	<b>36</b>	<b>46</b>
<b>Saturday Service in 62 Offices</b>										

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Week of Nov 26-Dec 1, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
ARVIN		154	9	1,135	30	10	40	1,289	27	36
<b>BAKERSFIELD</b>		291	8	2,041	31	13	44	2,332	28	40
<b>CLOVIS</b>		679	12	1,847	30	24	54	2,526	25	43
DELANO		162	9	1,539	45	8	53	1,701	41	49
<b>FRESNO</b>		886	12	2,795	35	11	45	3,681	29	37
FRESNO NORTH		447	15	1,148	37	13	50	1,595	31	41
HANFORD		238	10	1,359	24	4	28	1,597	22	26
<b>LANCASTER</b>		1,093	16	3,895	37	9	47	4,988	33	40
LOS BANOS		154	7	1,229	29	12	41	1,383	27	37
MADERA		157	11	1,335	32	11	43	1,492	30	40
<b>MERCED</b>		460	9	1,312	22	8	30	1,772	18	25
<b>MODESTO</b>		798	16	2,335	44	24	68	3,133	37	55
PORTERVILLE		252	23	1,197	35	8	43	1,449	33	40
REEDLEY		360	13	1,560	28	21	50	1,920	25	43
RIDGECREST		21	8	510	21	-	21	531	20	20
BISHOP		14	6	129	17	4	21	143	16	20
COALINGA		77	9	765	25	7	32	842	24	30
LAKE ISABELLA		26	9	254	25	4	29	280	24	27
MARIPOSA		38	5	139	17	15	32	177	14	26
SHAFTER		175	17	804	25	7	32	979	23	30
BAKERSFIELD SW		326	9	2,584	31	3	33	2,910	28	31
TAFT		28	5	421	8	1	9	449	8	9
TULARE		299	14	1,467	29	11	39	1,766	26	35
TURLOCK		434	8	1,729	24	6	31	2,163	21	26
<b>VISALIA</b>		265	10	1,327	31	14	45	1,592	28	39
<b>Region IV (Central Valley) TOTAL</b>		<b>7,834</b>	<b>13</b>	<b>34,856</b>	<b>32</b>	<b>11</b>	<b>43</b>	<b>42,690</b>	<b>28</b>	<b>37</b>

**Saturday Service in 62 Offices**

**DEPARTMENT of MOTOR VEHICLES**  
**Average Wait Time by Field Office**  
**Week of November 26-Dec 1, 2018**

Week of Nov 26-Dec 1, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
ARLETA	13	812	17	2,435	51	37	87	3,247	42	70
<b>CULVER CITY</b>	4	1,074	32	1,901	81	29	110	2,975	64	82
GLENDALE	11	920	6	2,846	45	46	90	3,766	35	70
GOLETA		205	8	787	38	6	45	992	32	37
HOLLYWOOD COLE	6	660	20	1,422	54	54	108	2,082	43	80
HOLLYWOOD WEST		410	4	1,827	21	12	33	2,237	18	28
<b>GRANADA HILLS DLPC</b>		485	20	1,821	48	22	70	2,306	42	59
NEWHALL		651	15	1,570	36	27	63	2,221	30	49
OXNARD		456	9	1,582	40	15	55	2,038	33	45
PASO ROBLES		263	15	849	42	15	57	1,112	36	47
LOMPOC		412	13	882	54	10	64	1,294	41	48
<b>SAN LUIS OBISPO</b>		439	22	986	39	15	54	1,425	34	44
SANTA BARBARA		187	13	932	41	8	48	1,119	36	42
SANTA MARIA		379	7	1,710	67	14	82	2,089	56	68
<b>SANTA MONICA</b>		410	18	2,569	67	12	79	2,979	60	71
SANTA PAULA		187	9	1,600	41	8	49	1,787	37	45
SIMI VALLEY		332	12	1,335	33	27	60	1,667	29	50
<b>THOUSAND OAKS</b>		401	19	1,851	50	28	78	2,252	44	67
<b>VAN NUYS</b>	10	748	14	3,447	53	38	91	4,195	46	77
<b>VENTURA</b>		697	10	1,841	63	12	74	2,538	48	57
WINNETKA		759	12	2,206	49	-	49	2,965	39	39
<b>Region V (Northern Los Angeles/Coastal Area) TOTAL</b>		<b>10,887</b>	<b>15</b>	<b>36,399</b>	<b>50</b>	<b>23</b>	<b>73</b>	<b>47,286</b>	<b>42</b>	<b>60</b>

Saturday Service in 62 Offices

**DEPARTMENT of MOTOR VEHICLES**  
**Average Wait Time by Field Office**  
**Week of November 26-Dec 1, 2018**

Week of Nov 26-Dec 1, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
BELL GARDENS		782	18	2,698	44	25	69	3,480	38	58
BELLFLOWER		927	15	2,544	39	31	70	3,471	33	55
COMPTON		587	10	2,062	40	33	73	2,649	33	59
EL MONTE	5	598	26	2,004	64	46	109	2,602	55	90
HAWTHORNE		867	25	2,620	59	20	78	3,487	50	65
INGLEWOOD	12	449	16	1,757	58	31	89	2,206	50	74
LINCOLN PARK	8	697	14	2,063	58	41	100	2,760	47	78
LONG BEACH	9	611	13	2,763	47	47	94	3,374	41	79
LOS ANGELES	7	998	23	2,930	76	32	108	3,928	62	86
MONTEBELLO		763	10	2,039	34	34	68	2,802	27	52
PASADENA	16	1,164	11	2,662	37	49	86	3,826	29	63
SAN PEDRO		561	11	1,972	36	15	51	2,533	30	42
TORRANCE	1	730	43	1,522	68	56	124	2,252	60	98
WEST COVINA	2	1,142	19	2,798	64	49	113	3,940	51	86
<b>Region VI (Los Angeles Area) TOTAL</b>		<b>10,876</b>	<b>18</b>	<b>32,434</b>	<b>52</b>	<b>36</b>	<b>88</b>	<b>43,310</b>	<b>43</b>	<b>70</b>

Saturday Service in 62 Offices

**DEPARTMENT of MOTOR VEHICLES**  
**Average Wait Time by Field Office**  
**Week of November 26-Dec 1, 2018**

Week of Nov 26-Dec 1, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
BARSTOW		276	11	1,017	27	2	29	1,293	24	25
RIVERSIDE EAST		1,151	6	2,660	24	6	30	3,811	19	23
FONTANA		1,090	14	3,453	51	12	64	4,543	42	52
FULLERTON		1,050	13	3,628	59	13	73	4,678	49	59
NEEDLES		36	7	215	19	6	25	251	18	23
NORCO		705	19	2,225	65	9	74	2,930	54	61
POMONA		855	11	3,128	58	7	66	3,983	48	54
RANCHO CUCAMONGA	19	889	23	3,044	61	21	82	3,933	53	69
REDLANDS		538	20	1,626	37	10	47	2,164	33	40
RIVERSIDE		711	9	2,191	52	5	57	2,902	41	45
SAN BERNARDINO		698	8	3,219	35	12	48	3,917	31	41
SANTA ANA		808	9	3,340	41	5	46	4,148	35	39
STANTON DLPC		986	20	2,687	52	16	68	3,673	44	55
VICTORVILLE		929	17	2,996	62	12	73	3,925	51	60
WESTMINSTER	17	837	20	2,329	62	22	84	3,166	51	67
WHITTIER		863	10	3,047	43	19	62	3,910	36	51
<b>Region VII (Orange County/Inland Empire) TOTAL</b>		<b>12,422</b>	<b>14</b>	<b>40,805</b>	<b>50</b>	<b>12</b>	<b>62</b>	<b>53,227</b>	<b>41</b>	<b>51</b>

Saturday Service in 62 Offices



**DEPARTMENT of MOTOR VEHICLES**  
**Average Wait Time by Field Office**  
**Week of November 26-Dec 1, 2018**

Week of Nov 26-Dec 1, 2018		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Nov Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
BANNING		383	12	1,329	37	10	46	1,712	31	39
BRAWLEY		141	15	1,337	34	9	44	1,478	32	41
BLYTHE		78	1	478	4	5	9	556	4	8
<b>CHULA VISTA</b>		681	10	4,113	38	14	52	4,794	34	46
<b>COSTA MESA</b>		729	15	2,054	40	12	52	2,783	34	42
EL CAJON		639	21	3,274	57	18	75	3,913	51	66
<b>EL CENTRO</b>		230	10	1,428	34	10	44	1,658	31	39
<b>HEMET</b>		492	8	2,658	35	3	38	3,150	30	33
INDIO		334	14	1,542	29	6	34	1,876	26	31
LAGUNA HILLS	3	587	16	1,585	45	67	112	2,172	37	86
OCEANSIDE		423	16	1,779	38	24	62	2,202	34	53
<b>PALM DESERT</b>		348	9	1,318	25	17	42	1,666	22	35
PALM SPRINGS		416	8	1,511	33	4	37	1,927	28	31
<b>POWAY</b>		572	24	1,878	38	24	62	2,450	35	53
SAN CLEMENTE		365	9	1,666	25	46	72	2,031	22	60
<b>SAN DIEGO CLAIREMONT</b>		199	17	4,484	34	16	50	4,683	34	49
SAN DIEGO NORMAL		329	11	2,976	30	13	43	3,305	28	40
<b>SAN MARCOS</b>		462	21	2,832	62	12	74	3,294	56	67
SAN YSIDRO		317	12	2,787	48	30	78	3,104	45	71
<b>TEMECULA</b>		478	14	2,046	47	23	70	2,524	41	60
TWENTYNINE PALMS		63	13	736	26	-	26	799	25	25
<b>Region VIII (San Diego Area) TOTAL</b>		<b>8,266</b>	<b>14</b>	<b>43,811</b>	<b>39</b>	<b>18</b>	<b>57</b>	<b>52,077</b>	<b>35</b>	<b>50</b>
<b>STATEWIDE TOTALS</b>		<b>77,779</b>	<b>15</b>	<b>286,276</b>	<b>41</b>	<b>17</b>	<b>58</b>	<b>364,055</b>	<b>36</b>	<b>49</b>
Saturday Service in 62 Offices										